



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

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January 21, 2009

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: Richard Sanchez
Acting Chief Information Officer

Subject: **MICROSOFT MASTER SERVICES AGREEMENT 75272**
2008-2009 CONTRACT SEMI-ANNUAL STATUS REPORT

The purpose of this report is to provide a semi-annual status of activity under the County's Master Services Agreement (MSA) 75272 with Microsoft Corporation. This status report covers the time period from May 24, 2008 through December 31, 2008.

Background

On May 24, 2005, your Board approved the MSA with Microsoft for Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft PSS provides priority support and operational guidance that helps organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies. Microsoft MCS provides proven practices for architecting, planning, building, and deploying Microsoft technologies.

Status

During this reporting period, ten (10) departments have contracted for PSS coverage, and three (3) departments have engaged MCS. The total value of these services is \$1,169,643. Attached is a detailed listing of the executed Statements of Services (SOS) by department.

Most of the MSA expenditures have been for PSS. Departments have recognized that PSS provides critical support for their use of Microsoft technologies for server and desktop operating systems, office productivity suites, web servers, databases, team collaboration sites, directory services, e-mail, and calendaring. The three engagements with MCS have been primarily for assistance in the design and planning for the

implementation, migration, and management of the latest versions of Microsoft Active Directory services and Exchange e-mail and calendaring services.

The Microsoft MSA has been successfully used by many departments over the past three-and-a-half years, with the total value of services utilized by departments steadily growing. Given the MSA's success and the anticipated PSS renewals from departments, the Chief Information Office exercised its delegated authority to extend the Agreement term for two years until December 31, 2010. This ensures the County retains its favorable pricing gained through the negotiated caps on fee increases, which has resulted in PSS rates for the County that are either at, or in most cases below, Microsoft's Public Sector Published Rates.

Based on anticipated PSS renewals, approximately \$650,000 is projected to be expended by departments during the next reporting period (January 1 through May 23, 2009), in addition to any MCS engagements. Additionally, my office will be submitting a fourth amendment to the MSA for your Board's approval on February 3, 2009. The next status report will be provided in June 2009.

Should you or your staff have any questions, please contact David Hamamoto, Associate CIO/CISO, at dhamamoto@cio.lacounty.gov or (562) 658-1700.

RS:DH:GM:ygd

Attachment (1)

c: Deputy Chief Executive Officers
IT Board Deputies
Joyce Aiello, Office of the County Counsel

P:\Drafts\CIO\Microsoft MSA Semi-Annual Report 01-09-09.doc

Microsoft Services by Department

Service	Department	SOS#	Description	Executed	Term	Amount
PSS	RR/CC	710-S-003	Microsoft Priority Technical Support Services	5/24/2008	5/24/2008 - 5/23/2009	\$ 55,865
PSS	DHS	195-S-004	Microsoft Priority Technical Support Services	5/24/2008	7/1/2008 - 6/30/2009	\$ 214,580
PSS	DPH	888-S-002	Microsoft Priority Technical Support Services	6/5/2008	6/5/2008 - 6/4/2009	\$ 99,705
PSS	DPW	690-S-004	Microsoft Priority Technical Support Services	6/10/2008	7/1/2008 - 6/30/2009	\$ 87,070
PSS	CEO	060-S-004	Microsoft Priority Technical Support Services	6/23/2008	7/1/2008 - 6/30/2009	\$ 68,020
MCS	DHR	100-C-001	Design & Planning for MS Active Directory & Exchange	6/30/2008	7/7/2008 - n/a	\$ 28,000
PSS	Sheriff	770-S-004	Microsoft Priority Technical Support Services	7/10/2008	7/12/2008 - 7/11/2009	\$ 99,354
PSS	Superior Court	842-S-003	Microsoft Priority Technical Support Services	8/20/2008	8/28/2008 - 8/27/2009	\$ 55,865
PSS	ISD (Midrange)	300-S-010	Microsoft Priority Technical Support Services	8/27/2008	8/27/2008 - 3/31/2009	\$ 77,563
PSS	DMH	435-S-004	Microsoft Priority Technical Support Services	9/16/2008	9/16/2008 - 9/15/2009	\$ 139,056
MCS	DHS	195-C-002	DHS-wide Design & Planning for MS Active Directory	11/14/2008	11/14/2008 - n/a	\$ 83,000
PSS	Exec Office	061-S-003	Microsoft Priority Technical Support Services	11/19/2008	12/11/2008 - 12/10/2009	\$ 74,565
MCS	DPH	888-C-001	Assessment, Design & Planning for MS Active Directory	12/18/2008	12/18/2008 - n/a	\$ 87,000
					Total	\$ 1,169,643